

## Older Adult Visitation & Phone Call Quick Guide

Older Adult North & South Visitation
Everyday
3:30PM-4:30PM

Patients are permitted up to **two visitors** per visitation day. *Patients on the North/Roadrunner side are given a visitation sheet to add visitor information prior to each visitation. Please call during the first call time to ensure the patient knows who will be visiting.* All visitors must be 13 years of age or older. Minors must be accompanied by an adult. Visitors should plan on arriving at the hospital at least **15 minutes prior** to the start of the visitation time. Visitors must be checked in before visitation is scheduled to begin. Identification is required for all visitors (no exceptions). **Please keep in mind that visitation is only 45 minutes long and late arrivals will only be allowed to visit the remaining time left for visitation. Children cannot be left in the lobby unattended at any time.**

### Confidentiality

Confidentiality of all patient information is very important. Quail Run Behavioral Health makes a conscientious effort to protect their confidentiality at all times. To do so we follow all applicable laws and regulations regarding patient confidentiality. We require that patients authorize the release of any non- emergent information to family, healthcare providers etc. We also ask that you respect other’s confidentiality and not share with friends or family any information about the other patients while attending visitation.

<b>UNIT CALL TIMES MAIN # 602-455-5700</b>	
<u>2N Older Adult Roadrunner</u> <b>DAILY</b> 3:00pm-3:30pm 7:30pm-8:15pm	<u>2S Older Adult Quail</u> <b>DAILY</b> 8:30am-9:30am 7:30pm-8:15pm

One additional way in which we protect the patient’s confidentiality is to issue them a unique **4-digit code** at admission. The way this number is distributed for them is completely up to the patient/guardian (POA). This number will enable someone to call the hospital and speak with them. Without this number, we will neither confirm nor deny that they are a patient at our facility. For callers wanting to speak to a staff member regarding a patient’s stay here, there must be a **Release of Information (ROI)** on file in order for this to occur.